

FAA, New England Region, Airports Division

Management Principles

The FAA, New England Region, Airports Division serves the airports, airport users, and the aviation departments of Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont. As managers of this Division, we are committed to lead our Team according to the following five principles:

- **Listen to our Customers:** Focus on our customers and work to provide them with the best possible service.
- **Develop People:** Continue the practice of empowering our team and give them the authority, training, and tools they need to do their jobs.
- **Deliver Quality Services and Products:** Consistent with Agency policies, align our actions to achieve commitments in the Flight Plan and ARP Business Plan, and actively engage our team members and stakeholders as partners in shaping these Plans.
- **Communicate Effectively:** Clearly and regularly communicate our expectations and measures of performance to our team members and our stakeholders with courtesy and respect.
- **Plan for the Future:** Continue our Region's tradition of being on the cutting edge of FAA by creating a collaborative regional approach to our programs, through the development and implementation of a Strategic Plan.

FAA and the aviation industry are changing. As managers of the New England Region, we pledge to work together with our staff, our sponsors, and the rest of FAA to meet these challenges.